

WEIKLE & Co.

REDACTED – FOR PUBLIC INSPECTION

June 30, 2015

Received & Inspected

JUL 01 2015

FCC Mail Room

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th St, SW
Washington, D.C. 20554

RE: WC Docket No. 14-58
FCC Form 481 – Carrier Annual Reporting
Pineville Telephone Company

DOCKET FILE COPY (JUL 01 2015)

Dear Secretary:

This FCC Form 481- Carrier Annual Reporting is being submitted on behalf of Pineville Telephone Company in accordance with FCC Rules 54.313 and 54.422. There are two copies of a Redacted – For Public Inspection version. In addition there is one copy with financial information marked as confidential information in accordance with a June 17, 2015 Protective Order, DA15-712. A Redacted – For Public Inspection version is also being filed via ECFS.

If there are any questions, I can be reached at 704.699.9451.

Sincerely,

/s/ Jerry Weikle

Jerry Weikle
Consultant to Pineville Telephone Company

Attachments

cc: Charles Tyler, Telecommunications Access Policy Division (Two Confidential Copies)

No. of Copies rec'd 0+1
List ABCDE

151 SPRING STREET NW
CONCORD, NC 28025-4749

JERRY L. WEIKLE
President

jweikle@windstream.net
704.699.9451

REDACTED - FOR PUBLIC INSPECTION FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3062-0064/OMB Control No. 3062-0063 July 2013
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<010> Study Area Code	230494		
<015> Study Area Name	PINEVILLE TEL CO	Received & Inspected	
<020> Program Year	2016		
<030> Contact Name: Person USAC should contact with questions about this data	Jerry Weikle	JUL 01 2015	
<035> Contact Telephone Number: Number of the person identified in data line <030>	7047827738 ext.	FCC Mail Room	
<039> Contact Email Address: Email of the person identified in data line <030>	jweikle@windstream.net		

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
		(attach descriptive document)	
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
		(attach descriptive document)	
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> <div style="border: 1px solid black; padding: 2px;">230494NC510.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> <div style="border: 1px solid black; padding: 2px;">230494NC610.pdf</div>	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <div style="border: 1px solid black; padding: 2px;">230494NC1010.pdf</div>	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No)	<input checked="" type="radio"/> <input type="radio"/> (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet			
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers			
<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet			
<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	230494
<015>	Study Area Name	PINEVILLE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

230494NC112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

[illegible]

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	4.77

Page 4

<010>	Study Area Code	230494
<015>	Study Area Name	PINEVILLE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

- See attached worksheet -

July 2013

[illegible]

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 481

GMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230494
<015>	Study Area Name	PINEVILLE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

(1100) No Terrestrial Backhaul Reporting
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	230494
<015>	Study Area Name	PINEVILLE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0819
 July 2013

<010>	Study Area Code	230494
<015>	Study Area Name	PINEVILLE TEL CO
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

230494NC1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | | |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) State Of Return Carrier Additional Documentation

Data Collection Form

FCC Form 481

OMB Control No. 3060-0086/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 230494
 <015> Study Area Name PINEVILLE TEL CO
 <020> Program Year 2016
 <030> Contact Name - Person USAC should contact regarding this data Jerry Weikle
 <035> Contact Telephone Number - Number of person identified in data line <030> 7047827738 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> jweikle@windstream.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(1)(i))

230494NC3010.pdf

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☒

230494NC3012.pdf

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

(3014) If yes, does your company file the RUS annual report

(Yes/No)

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,

(3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

230494NC3026.pdf

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0866/OMB Control No. 3060-0819

July 2015

<010> Study Area Code	230494
<015> Study Area Name	PINEVILLE TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035> Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

Certification - Reporting Carrier Data Collection Form	PCC Form 461 OMB Control No. 3020-0586/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	230494
<015> Study Area Name	PINEVILLE TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035> Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: PINEVILLE TEL CO	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/30/2015
Printed name of Authorized Officer: Gary Creech	
Title or position of Authorized Officer: General Manager	
Telephone number of Authorized Officer: 7048892001 ext.	
Study Area Code of Reporting Carrier: 230494	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0035/OMB Control No. 3060-0015 July 2013
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<010> Study Area Code	230494
<015> Study Area Name	PINEVILLE TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Jerry Weikle
<035> Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	jweikle@windstream.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

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Attachments

Pineville Telephone
Annual Update 2015 - Initial Five Year Service Quality Improvement Plan
For the Calendar Years 2015-2019
Line 112

Discussion

Pineville Telephone is an ETC designated by the North Carolina Utilities Commission and submitted its initial five year service quality improvement plan (Plan) as required by 47 CFR § 54.313(a)(1) and 54.202 (a)(1)(ii) in 2014. Pineville Telephone is an incumbent carrier serving a single exchange in the state of North Carolina, with access lines served as of 12/31/2013 and access lines served as of 12/31/2014. Pineville Telephone is a rate-of-return (RoR) regulated carrier.

The five year plan reflected last year represented Pineville Telephone's ongoing efforts to expand high quality, reasonably-priced broadband services throughout its service area. Last year Pineville Telephone generated a five-year plan in compliance with the Commission's rules.

The Plan presented included expenditures not directly tied to "improvements or upgrades" of Pineville Telephone's network, such as amounts for the maintenance and upkeep of existing telecommunications plant. In order for the Commission to accurately consider the capital and operating expenditures as related to and supported by the federal universal service programs, these types of costs are critical for such an understanding.

Five Year Service Quality Improvement and Investment Plan

Pineville Telephone's service quality improvement and investment plan consisted of two major components: (1) capital expenditures it forecasted were necessary to meet the voice and broadband public interest obligations as adopted by the Commission, state service quality and network build out requirements, and general upkeep and maintenance of its network; and (2) operating expenditures it forecasted were necessary to meet the same obligations.

As shown on the following pages, Pineville Telephone's plan is to place additional fiber in its distribution route to serve homes and businesses. This will allow customers to receive a more reliable service and faster broadband speeds. Pineville Telephone will upgrade its softswitch to maintain reliable services. Pineville Telephone will work to maintain its network in order to keep it operating efficiently and to avoid problems from impacting customers.

Universal Service Support Received

From January through the end of May, 2015, Pineville received a total of in high cost universal service support (USF). This was comprised of of Interstate Common Line Support (ICLS) support and of Connect America Fund Inter-carrier Compensation (ICC) support.

Universal Service Support Uses and 5-Year Plan Progress

Pineville has been working on maintaining and upgrading its network in accordance with the principles of universal service. There were two capital projects that were forecasted to start during the first half of 2015 with a budgeted amount of . In addition in operating expenses had been

budgeted for 2015. Pineville will continually provide service as requested to new residential and business structures within its service territory. Pineville uses the USF it receives for general maintenance and to improve service quality, coverage and capacity of its current copper and fiber plant.

Capital Expense

One capital project budgeted was a fiber to the home project scheduled to start by the end of February and be completed before the end of the third quarter 2015 to serve an estimated people. This project started on time and is expected to remain on schedule and be completed on time.

The other capital project budgeted was a softswitch upgrade scheduled to start by the start of the second quarter 2015. This project is on schedule.

Through the end of May about in capital dollars had been booked. The majority of the budgeted money will be booked as these two projects are near completion or after they are completed.

Remaining capital projects on the initial 5-year plan remain on track and there are no changes at this time.

Operating Expense

Through the end of May about had been spent out of the budgeted. This represents more than of the total. This also represents more than the in USF the company has received through the end of May. The money spent has been to maintain services made available to customers.

Maps

A map of Pineville's service coverage area is attached. Pineville Telephone currently is able to provide a minimum of 4 mbps/1 mbps to all customers.

Considerations

The investment and service quality improvement plans discussed above were generated, in part, to meet or exceed the broadband public interest obligations adopted by the Commission:

- Speed - at least 4 mbps downstream and 1 mbps upstream
- Latency - 100mS or less, sufficient for real-time applications
- Capacity - Unlimited capacity per month
- As an RoR - regulated carrier, Pineville Telephone is required pursuant to 47 CFR § 54.313(f)(1)(i) to provide broadband service at 4 mbps/1 mbps upon reasonable request and within a reasonable timeframe. Pineville Telephone currently is able to provide 4 mbps/1 mbps to all customers.
- Pineville Telephone determines into which parts of its network are feasible to upgrade and increase capacity by analyzing relevant factors such as population, demand, costs, likely revenues, regulatory requirements, and availability of work force and materials.

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MAP

230494NC112

230494
PinevilleTelephone Company

REDACTED – FOR PUBLIC INSPECTION

PART A - PROJECT LIST FOR 2015-2019

[illegible]

Study Area Code 230494
 Study Area Name PinevilleTelephone Company

REDACTED – FOR PUBLIC INSPECTION

Part B: 5-Year Proposed Capital Expenditures and Operating Expenses

(1) Use the chart below to break out the regulated portion of the cost/expense on a per-year basis

Please note that the 5-Year Plan should include regulated plant/expenses only.

Regulated Capital Expenditure (CapEx) Projections								
Account	Description	2015	2016	2017	2018	2019	Total Projected CapEx 2015-2019	2015 Status
2111 & 2121	Land & Building	\$						
2112	Vehicles	\$						
2122-2124	Support Assets	\$						
2210	Switching Equipment	\$						
2232	Circuit Equipment	\$						
2410	Cable & Wire Facilities	\$						
1220	Materials & Supplies	\$						
	Total Capital Expenditures	\$						\$

Regulated Operating Expenditure (OpEx) Projections								
Account	Operating Expenses	2015	2016	2017	2018	2019	Total Operating Expenses 2015- 2019	2015 Status
6110-6120	General Support Maintenance	\$						
6210	Switching Maintenance	\$						
6410	Cable & Wire Facilities	\$						
6530	Non-Specific (Testing, Plant Op., Engineering)	\$						
6561-2110	General Support Depreciation	\$						
6561-2210	Switching Depreciation	\$						
6561-2230	Circuit Equip Depreciation	\$						
6561-2410	Cable & Wire Depreciation	\$						
6610-6620	Customer Operations	\$						
6711-6720	Corporate Operations	\$						
7240	Ad Valorem Expense	\$						
	Total Operating Expenses	\$						\$

Pineville Telephone

Service Quality Standards and Consumer Protection Rules Compliance Explanation

Line 510

Certification

Pineville Telephone Company certifies that it complies with applicable service quality standards and consumer protection rules for both voice services and broadband services.

Service Quality

Pineville Telephone Company is regulated by the North Carolina Utilities Commission (NCUC). The NCUC has service quality rules in effect that Pineville must comply with. These service quality rules are found in NCUC Chapter 9, Rule R9-8. The NCUC does not have rules in place regarding broadband service quality.

Here is a link to Chapter 9 rules located on the NCUC website:

<http://www.ncuc.net/ncrules/Chapter09.pdf>

Rule R9-8 requires that certain service objectives be met and that company results be reported to the NCUC on a quarterly basis within 45 days after the end of each quarter. Pineville has set up procedures and processes to remain in compliance with the Rule R9-8 objectives. This includes maintaining procedures and processes to record monthly results, tabulate them, and report them to the NCUC.

During the calendar year 2014, Pineville met all required NCUC service quality objectives. The NCUC objectives are listed below:

Rule R9-8. Service objectives for regulated local exchange telephone companies and competing local providers (CLPs).

(a) Service Objectives. Each regulated local exchange telephone company and CLP shall perform and provide service in accordance with the following uniform service objectives:

<i>Measure No.</i>	<i>Description</i>	<i>Objective</i>
1	Intraoffice completion rate	99% or more
2	Interoffice completion rate	98% or more
3	EAS transmission loss	95% or more between 2 and 10 dB
4	EAS trunk noise	95% or more 30 dBnc or less
5	Operator "0" answertime	90% or more of calls answered within 10 seconds or ASA of 6 seconds
6	Directory assistance answertime	85% or more of calls answered within 10 seconds or ASA of 6 seconds

7	Business office answertime	ASA of 30 seconds
8	Repair service answertime	ASA of 30 seconds
9	Initial customer trouble reports	4.75 or less per 100 total access lines
10	Repeat reports	1.0 report or less per 100 total access lines
11	Out-of-service troubles cleared within 24 Hours	95% or more
12	Regular service orders completed within 5 working days	90% or more
13	New service installation appointments not met for Company reasons	5% or less
14	New service held orders not completed within 30 days	0.1% or less of total access lines

Consumer Protection

Pineville Telephone Company is committed to maintain the privacy of customer information. In addition to protecting personal information the company is obligated to protect information on how customers use their services. Pineville Telephone Company follows all requirements the FCC has mandated concerning Customer Proprietary Network Information (CPNI). As required, Pineville files annual CPNI compliance certifications with the FCC by March 1 each year.

There are no NCUC or state rules in place for broadband consumer protection. Pineville Telephone Company does follow federal laws relating to broadband service. Pineville Telephone Company does publicly disclose broadband terms and prices for customers.

Pineville Telephone
Functionality in Emergency Situations
Line 610

Backup Power

Pineville Telephone has a backup generator to maintain power to the administrative building and central office equipment at all times. This natural gas powered generator was installed three years ago to replace an older diesel powered unit. In the event commercial power is lost then batteries power the network for three minutes before the generator is engaged. This generator is designed to operate indefinitely during a commercial power outage. This generator is automatically tested on a weekly basis for proper performance.

Traffic Reroute

During times of an emergency or damage to facilities, there is the ability to reroute traffic to other facility routes. Currently all incoming and outgoing local and long distance traffic is routed over a fiber ring. In the case of damage to the fiber ring, a switchover of traffic flow on the ring is automatic. If the fiber ring goes down completely, there are IP trunks that traffic is manually routed to for completion.

Traffic Spikes

Should there be traffic spikes resulting from emergency situations, there is the ability to manually control line loads in the switch. During extreme emergencies and any resulting traffic spikes, priority is first given to first responders to allow their traffic to complete. Depending on the severity of the emergency situation and the amount of traffic, other traffic would be restricted if need be in order to give priority to first responders.

REDACTED – FOR PUBLIC INSPECTION

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<010> Study Area Code 230494

<015>	Study Area Name	PINEVILLE TEL CO
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<020>	Program Year	2016
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<030>	Contact Name - Person USAC should contact regarding this data	Jerry Weikle
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<035>	Contact Telephone Number - Number of person identified in data line <030>	7047827738 ext.
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<039> Contact Email Address - Email Address of person identified in data line <030> jweikle@windstream.net

<711> <a1> <a2> <b1> <b2> <c> <d1> <d2> <d3> <d4>

[illegible]